

Scholars Claim Tips

For Reimbursement of Claims Paid Out of Pocket

Claim Submission

Do not submit claims in bulk

1. Submit a claim to HTH as soon as an expense is incurred.
2. It is best to submit claims via e-mail or fax. Only mail forms as a last result.
3. Always keep a copy of the claim documents for your personal records.
4. E-mail - hthclaims@hthworldwide.com
5. Fax# - 215-793-6996
6. Do not resubmit claims unless requested by HTH. Duplicate claim submissions delay claim payments.

Claim Form

Ensure that claim form is completed accurately

1. It is imperative to include the date of service, type of service, and cost of service.
2. Always sign the "Certification and Release of Information Authorization"
3. Sign the "Payment Authorization" section only if the payment should be made to the medical provider.
4. Submit a separate claim form for each insured person/patient.
5. Submit a separate claim form for each date of service. This helps with the personal tracking of your claim payments.
6. Include your banking information to receive claim reimbursement via wire transfer.

Supporting Claim Documentation

Include additional medical documentation that will assist in reimbursement

1. Always include an **itemized invoice**, which provides the date of service, type of medical service received, and the cost. HTH cannot reimburse a claim without an itemized invoice.
2. Include a payment receipt, proving that you paid the medical provider directly.

Claim Processing

Please allow 30 days for your claims to be reviewed and processed

1. Wire payments are received within 5 days after a claim has been reviewed, processed, and approved for payment.
2. Check payments are received within 14 days after a claim has been reviewed, processed, and approved for Payment.

Claim Status

You may check the status of your claims via the Scholars website

1. Use the enclosed "Scholars Website Log-in Instructions" to log onto the Scholars website.
2. Please allow 30 days for your claims to be posted onto the Scholars website.

Explanation of Benefits

Please be mindful of the information requested of you on an EOB

1. The EOB will let you know how your claim has been paid or if additional information is required.
2. Do not ignore EOBs. If additional information is required, please forward the required data to HTH. Claim payments will be delayed if HTH does not receive all required documentation.
3. A code will be noted next to each claim if action is needed. Refer to the bottom of the EOB for an explanation of the code.